ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

SO 1760.3B

3/25/85

SUBJ: SOUTHERN REGION MAIL MANAGEMENT STANDARDS AND PROCEDURES

* 1. **PURPOSE**. This Order provides guidelines on mail procedures, schedules and routing standards.

2. **DISTRIBUTION**. This Order is distributed to Section level in the Regional Office and limited distribution to all field offices.

3. **CANCELLATION**. SO 1760.3A is cancelled.

4. **MAIL SERVICES SCHEDULE**. Regional Office.

a. Incoming Mail. Incoming mail is picked up at 7:30 a.m. by mailroom personnel from U.S. Post Office and delivered to the Regional Office each day.

(1) Mail addressed to the street address is delivered by the U.S. Postal Service at 10: 30 each day.

(2) Mail addressed to an organizational segment or individual is delivered unopened. All other mail is opened and routed to the appropriate office or individual except as indicated below, unless special instructions are furnished the mailroom personnel.

(3) Express, registered, certified and insured mail is delivered by the contractor to the Contracting Officer's Representative (COR) to be opened and checked for classified material after which, it is recorded and delivered to the organization concerned. Mail containing classified material is handled by the Security Control Point with appropriate processing.

(4) All congressional correspondence received in the mailroom, except that addressed to an individual by name, is date stamped and forwarded to the Regional Director's office. Sealed bids are date stamped and delivered unopened to the appropriate office.

b. Messenger Schedule.

(1) Incoming and interoffice mail is delivered to all mail stops beginning at 10:30 a.m. and 1:30 p.m. each day. In addition, at 10:30 a.m. and 2:00 p.m., a special run is made to the payroll offices (AIC Building). At 1:30 p.m., a run is made to the offices in the Entrusted Properties Building. *

(2) At 3:30 p.m., there will be a special mail run to pick up correspondence at Division/Staff offices. The purpose of this run is to pick up priority material from the executive office, Division Managers, Staff Officers and others occupying comparable positions.

c. Outgoing Mail. Mail should be released for dispatch as early in the day as possible.

(1) Separate envelopes will normally not be prepared for material going to an ASO field facility or office, agency headquarters, other regional offices, ACT or AAC. The mailroom has preaddressed envelopes for "bulk" mailing to these places.

(2) All bulk mail to be packaged in boxes, jiffy bags or mailing tubes must be in the mailroom by 2:15 p.m. to insure mailing the same day.

(3) All mail directed to ASO field offices and facilities, other regions, ACT and AAC not picked up on the afternoon mail run must be delivered to the mailroom by 2:15 to insure inclusion in the consolidated mailing to these offices each day.

(4) All addresssed and enveloped outgoing mail prepared after the last mail pickup each day must be delivered to the mailroom no later than 3:30 p.m. to insure mailing the same day.

(5) All express, registered and certified mail must be in the mailroom by 3:00 p.m. to insure dispatch to the post office that day at 3:30 p.m.

(6) All mail other than that requiring special services (above) is dispatched to the post office each day at 3:50 p.m.

(7) Classified material will be prepared and handled as required by appropriate regulations.

(8) Personal mail should not be placed in "out" boxes, but should be deposited in the mail box at the rear of the building.

(9) Parcel post type items (up to 70 pounds) REQUIRING next-day delivery may be sent by air freight. This service is handled through the Supply Room (B-10) in the Regional Office.

5. **MAIL STANDARDS AND PROCEDURES**

a. All mail/message pickup points shall be clearly identified and the "in" and "out" boxes clearly marked.

b. Material which will not fit into standard envelopes must be accompanied by an addressed, franked mailing label. Packaging service will be provided, if desired, by mailroom personnel.

c. When there is a requirement for special delivery, registered or certified, the type of service requested should be typed or stamped on the piece of mail or *

* on a franked label. A special label must be prepared for express mail. When a receipt showing delivery is desired, the originator should prepare return receipt form (POD Form 3811) and secure it to the envelope.

d. Messenger envelopes should be used when routing more than one sheet of paper to insure that stapled or paper clipped mail is not torn apart.

e. When routing one sheet of paper, always place the routing symbol or facility name in the upper right hand corner, except on original copies.

f. Always identify interoffice mail, mail to Washington Headquarters, Aeronautical Center, Technical Center and other regions with the proper routing symbols. Example: ASO-50; ACE-50; AMS-410; AAC-45C; and John Doe, AEA-22.

g. Always identify field office mail by the complete name. Many locations have more than one field office of the same type. Three letter codes are not acceptable. Examples: Atlanta ARTCC, not ZTL; Jackson (Hawkins) ATCT, not Jackson ATCT; and Memphis ARTCC AFS, not ZME AFS.

h. Mail going to FAA Headquarters (Washington) via pouch should be placed in messenger envelopes.

i. All franked envelopes that are being mailed should show the sending office's symbol as part of the return address. Window envelopes will be used whenever possible for letters going outside the agency. However, registered mail CANNOT be sent in window envelopes due to security reasons. The originator is responsible for sealing their mail. Large quantities, however, may be sent to the mailroom for mechanical sealing.

j. Mail without proper routing symbol or name shall be opened by mailroom personnel to determine where it should be forwarded.

k. The mailroom should be kept informed of any organizational or key personnel changes.

l. Do not have your personal mail sent to the office unless you have no permanent home address. When a permanent address has been established, this should be changed. F&E personnel are excepted from these guidelines.

m. Encourage all correspondents to include your routing symbol as part of the mailing address.

6. **FIELD OFFICES**.

a. Consolidate all mail to the Regional Office into one envelope when possible and use the smallest envelope appropriate.

b. If only one piece of mail is placed in an envelope or if all mail in that envelope is directed to the same office or individual, include the proper routing symbol in the address for faster and more accurate delivery by the mailroom personnel. *

* c. Use an FAA 1100-1 Form to inform the mailroom of any address change, routing symbol or change in the number of employees.

7. **LIAISON PROCEDURES BETWEEN FAA AND MAILROOM PERSONNEL**. Mail, distribution and messenger services in the Regional Office are provided by contract under the A-76 program. The following guidelines are to be observed when dealing with contractor employees.

a. Any discrepancies in service or conduct on the part of the contractor employees shall be reported to the COR, ASO-52C4.

b. FAA employees shall not request services of contractor employees other than those described in this directive.

c. FAA employees shall not attempt to direct contractor employees in their duties, or attempt to correct them for observed errors in work.

d. Any office/facility requiring nonstandard mailing/distribution services shall first contact the COR for clearance/approval. *

William N. Barfield
Manager, Logistics Division